

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent
Full-time

☐ Permanent
Intermittent

☐ Limited-term
(Temporary)
Length ____

☐ Formal Training
and Development
Assignment

Position Title: System Analyst / Tester

Classification: Assistant / Associate ISA

Location: Central Office, Sacramento

Section/Unit: TSAB/Imaging Services Section

Salary Range: Based on classification

Number of Vacancies: One

Job Description: (includes typical duties)

The primary function of the Imaging Services Analysis and Test Team is to provide systems analysis and testing support to the Image Processing and Cashiering System (IPACS) and Image Delivery Application (IDAX). IPACS is a mission-critical image-based client-server system that integrates hardware, an Oracle Database, vendor software, and FTB's own applications to cashier and process payments and returns. IDAX is a web-based application that allows FTB to view images and data for the payments and returns processed by IPACS.

As a member of this team, you are responsible for first-line analysis and problem resolution of production issues, working with the customer to define and document business requirements, and performing hardware and software system testing. This will include creating test documents, and executing and validating test results.

Required Knowledge, Skills, Abilities:

- Ability to provide quality customer service, communicate effectively and maintain cooperative relationships
- Willing to adjust work schedule to meet operational needs.
- Self motivator with the ability to work both independently and as part of a team.
- Ability to perform detailed analysis, define technical problems, and recommend effective solutions
- Good written and verbal communication skills
- Ability to multi-task
- Knowledge of the system development lifecycle

Desirable Experience/Qualifications:

- Knowledge of FTB's programs, policies, and procedures
- Experience with system testing on a mission-critical database system
- Experience in providing customer service and support in a technical environment
- Knowledge of PC applications including Word, Excel, Visio, and MS Project

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list or have reinstatement eligibility. Applications will be screened and only the most qualified applicants will be interviewed.

Mail or hand deliver your application by: April 10, 2009

Contact Person: Jannie Toy

Telephone # 916-845-6990

Address: PO Box 550, Sacramento, CA 95812-0550, Attention: Jannie Toy

Special Instructions: Include STD 678, resume, and copy of eligibility. FTB employees please hand deliver to Jannie Toy at coordinates LA2D-A17-B03 or mail to M/S L-240.

"Exempt from the Freeze" **IMPORTANT INFORMATION** As required by the Department's rules of conduct, all employees of FTB must be in compliance with the California Revenue & Taxation code. During the background investigation portion of the hiring process, FTB will review return information to verify California State income tax compliance. Any failure to comply with the California Revenue & Taxation code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

Special requirements and instructions: All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation consists of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

Assistance for persons with disabilities: We comply with the Americans with Disabilities Act. Persons with hearing or speech impairments please call TTY/TDD (800) 822-6268.